

**NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2019**



# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## COMPANY INFORMATION

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<b>Directors</b>	A J Kingsley A J Gibbons R D Hawkins M R Kingsley M Jones
<b>Secretary</b>	H Hankinson
<b>Company number</b>	02386638
<b>Registered office</b>	Netsupport House Towngate East Market Deeping Peterborough PE6 8NE
<b>Auditor</b>	Baldwins Audit Services Ruthlyn House 90 Lincoln Road Peterborough PE1 2SP Cambridgeshire PE1 2SP
<b>Business address</b>	Netsupport House Towngate East Market Deeping Peterborough PE6 8NE

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# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

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# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## STRATEGIC REPORT

**FOR THE YEAR ENDED 31 MARCH 2019**

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The directors present the strategic report for the year ended 31 March 2019.

### **Fair review of the business**

NetSupport Ltd (NetSupport) is the founder member of the NetSupport Group and was incorporated in the United Kingdom in 1989, originally under the name of Productive Computer Insight Limited.

The Company is located in its own purpose built and wholly owned premises in Market Deeping (near Peterborough). NetSupport specialises in the development of commercial software packages to manage and support IT across diverse networks in both the education and commercial spaces. NetSupport solutions are built to operate across all the leading IT platforms with performance and security at their core.

Our flagship products are:-

NetSupport Manager - our highly successful Multi-platform Remote Control package.  
NetSupport School - award winning classroom management and assessment solution.  
NetSupport DNA, Corporate edition - complete IT asset management suite.  
NetSupport DNA, Education edition - IT asset management and Safeguarding suite.  
NetSupport DNA ServiceDesk, a wholly web based ITIL based helpdesk solution.  
NetSupport Notify, enterprise wide desktop notification tool.  
ReallySchool – easy assessment and learning journals for primary schools

In addition the Business Continuity and Disaster Recovery centre located at the Market Deeping premises continues to attract new customers and generate valuable additional income.

During 2018/19 NetSupport added further updates to its Education and Corporate IT management suite, NetSupport DNA. Throughout the year demand within the education space demand continued to grow for a reliable and robust school IT management solution that would also deliver Safeguarding features required by schools under the KCSIE (Keeping Children safe in education) and Prevent duty legislation.

NetSupport DNA continues to be met with significant praise by the press and continued customer uptake resulted in growing or maintaining revenues during the year across all key markets. Flux in exchange rates alongside a lack of market confidence impacted reported revenues this year. In parallel, NetSupport invested heavily in future cloud-based solutions which will go to market in 2020. As a result of this investment, Consolidated turnover increased slightly from £8,290,214 to £8,444,486 with pre-tax profits reducing as a result of these changes from £2,482,941 to £1,989,067.

For the year ahead, performance is already tracking well ahead of prior year and significant updates will continue to see further market penetration with key products.

The strategy of the Board is to continue the investment program in quality staff and products, most importantly in maintaining a pro-active development program with diversification into new sectors, including broadening platform base and investing in a phased migration to cloud based options for appropriate products.

The Board is highly confident that after a challenging few years in many markets, and currency turbulence, that the new range of updates and solutions developed will offer the right functionality to meet the current demands of IT managers across all markets and is confident of both consolidation of key markets and growth for the year ahead.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## STRATEGIC REPORT (CONTINUED)

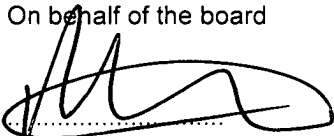
FOR THE YEAR ENDED 31 MARCH 2019

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### Principal risks and uncertainties

NetSupport are fortunate to have a broad customer base covering many verticals, however within the education sector revenues are almost exclusively public sector sourced and as such any significant changes in government policy, national funding formulas for schools and so on, could have an impact in the health and ongoing growth of the sector. Brexit has continued to provide market uncertainty and exchange rate challenges and remains a factor in longer term strategy.

On behalf of the board



A J Kingsley

Director

7/11/2019

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## DIRECTORS' REPORT

**FOR THE YEAR ENDED 31 MARCH 2019**

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The directors present their annual report and financial statements for the year ended 31 March 2019.

### Principal activities

The principal activity of the group continued to be that of the ongoing development, marketing, sales and technical support of the NetSupport range of Remote Control, Network and Desktop Management Services.

### Directors

The directors who held office during the year and up to the date of signature of the financial statements were as follows:

A J Kingsley  
A J Gibbons  
R D Hawkins  
M R Kingsley  
M Jones

### Results and dividends

The results for the year are set out on page 8.

Ordinary dividends were paid amounting to £2,105,740. The directors do not recommend payment of a further dividend.

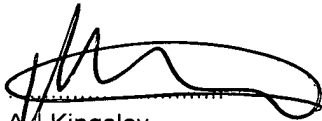
### Auditor

In accordance with the company's articles, a resolution proposing that Baldwins Audit Services be reappointed as auditor of the group will be put at a General Meeting.

### Statement of disclosure to auditor

So far as each person who was a director at the date of approving this report is aware, there is no relevant audit information of which the auditor of the company is unaware. Additionally, the directors individually have taken all the necessary steps that they ought to have taken as directors in order to make themselves aware of all relevant audit information and to establish that the auditor of the company is aware of that information.

On behalf of the board



A J Kingsley  
Director

Date: 7/11/19

# **NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS**

## **DIRECTORS' RESPONSIBILITIES STATEMENT**

***FOR THE YEAR ENDED 31 MARCH 2019***

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The directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the group and company, and of the profit or loss of the group for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the group and company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the group's and company's transactions and disclose with reasonable accuracy at any time the financial position of the group and company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the group and company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## INDEPENDENT AUDITOR'S REPORT

### TO THE MEMBERS OF NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

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#### Opinion

We have audited the financial statements of NetSupport Ltd and its subsidiary undertakings (the 'parent company') and its subsidiaries (the 'group') for the year ended 31 March 2019 which comprise the group profit and loss account, the group statement of comprehensive income, the group balance sheet, the company balance sheet, the group statement of changes in equity, the company statement of changes in equity, the group statement of cash flows, the company statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent company's affairs as at 31 March 2019 and of the group's profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or the parent company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

#### Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE MEMBERS OF NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

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#### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the strategic report and the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the group and the parent company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

#### **Responsibilities of directors**

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the group's and the parent company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the group or the parent company or to cease operations, or have no realistic alternative but to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE MEMBERS OF NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

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#### Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Mr Mark Jackson FCA DChA (Senior Statutory Auditor)**  
for and on behalf of Baldwins Audit Services

7-11-2019

**Statutory Auditor**

Ruthlyn House  
90 Lincoln Road  
Peterborough  
Cambridgeshire  
PE1 2SP

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## GROUP PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 £	2018 £
Turnover	3	8,444,486	8,290,214
Cost of sales		(45,601)	(3,090)
<b>Gross profit</b>		<b>8,398,885</b>	<b>8,287,124</b>
Administrative expenses		(6,417,919)	(5,811,028)
<b>Operating profit</b>	4	<b>1,980,966</b>	<b>2,476,096</b>
Interest receivable and similar income	8	8,101	6,845
<b>Profit before taxation</b>		<b>1,989,067</b>	<b>2,482,941</b>
Tax on profit	9	(365,253)	(477,688)
<b>Profit for the financial year</b>		<b>1,623,814</b>	<b>2,005,253</b>

Profit for the financial year is all attributable to the owners of the parent company.

The Profit And Loss Account has been prepared on the basis that all operations are continuing operations.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## GROUP STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 MARCH 2019

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	2019 £	2018 £
<b>Profit for the year</b>	1,623,814	2,005,253
<b>Other comprehensive income</b>		
Currency translation differences	(84,627)	(265,002)
<b>Total comprehensive income for the year</b>	<u>1,539,187</u>	<u>1,740,251</u>

Total comprehensive income for the year is all attributable to the owners of the parent company.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## GROUP BALANCE SHEET

AS AT 31 MARCH 2019

	Notes	2019		2018	
		£	£	£	£
<b>Fixed assets</b>					
Goodwill	11		794,821		955,942
Tangible assets	12		1,561,923		1,542,627
			<u>2,356,744</u>		<u>2,498,569</u>
<b>Current assets</b>					
Stocks	15		-		500
Debtors	16	3,782,193		3,866,701	
Cash at bank and in hand		4,760,487		5,003,896	
			<u>8,542,680</u>		<u>8,871,097</u>
<b>Creditors: amounts falling due within one year</b>	17		<u>(1,084,112)</u>		<u>(1,000,542)</u>
<b>Net current assets</b>			<u>7,458,568</u>		<u>7,870,555</u>
<b>Total assets less current liabilities</b>			<u>9,815,312</u>		<u>10,369,124</u>
<b>Provisions for liabilities</b>	18		<u>(28,187)</u>		<u>(15,446)</u>
<b>Net assets</b>			<u>9,787,125</u>		<u>10,353,678</u>
<b>Capital and reserves</b>					
Called up share capital	20		89,000		89,000
Capital redemption reserve			10,000		10,000
Profit and loss reserves			9,688,125		10,254,678
<b>Total equity</b>			<u>9,787,125</u>		<u>10,353,678</u>

The financial statements were approved by the board of directors and authorised for issue on ..... 7/11/19 .....  
and are signed on its behalf by:

  
.....  
A J Kingsley  
Director

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## COMPANY BALANCE SHEET

AS AT 31 MARCH 2019

	Notes	2019		2018	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	12		1,524,995		1,492,920
Investments	13		2,783,979		2,783,979
			<u>4,308,974</u>		<u>4,276,899</u>
<b>Current assets</b>					
Stocks	15		-		500
Debtors	16		1,004,989		1,012,318
Cash at bank and in hand			3,225,425		3,428,387
			<u>4,230,414</u>		<u>4,441,205</u>
<b>Creditors: amounts falling due within one year</b>	17		<u>(786,779)</u>		<u>(690,529)</u>
<b>Net current assets</b>			<u>3,443,635</u>		<u>3,750,676</u>
<b>Total assets less current liabilities</b>			<u>7,752,609</u>		<u>8,027,575</u>
<b>Provisions for liabilities</b>	18		<u>(27,581)</u>		<u>(13,651)</u>
<b>Net assets</b>			<u><u>7,725,028</u></u>		<u><u>8,013,924</u></u>
<b>Capital and reserves</b>					
Called up share capital	20		89,000		89,000
Capital redemption reserve			10,000		10,000
Profit and loss reserves			7,626,028		7,914,924
<b>Total equity</b>			<u><u>7,725,028</u></u>		<u><u>8,013,924</u></u>

As permitted by s408 Companies Act 2006, the company has not presented its own profit and loss account and related notes. The company's profit for the year was £1,816,844 (2018 - £2,023,615 profit).

The financial statements were approved by the board of directors and authorised for issue on 7/11/19 and are signed on its behalf by:

  
A J Kingsley  
Director

Company Registration No. 02386638

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## GROUP STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 31 MARCH 2019

	Notes	Share capital £	Capital redemption reserve £	Profit and loss reserves £	Total £
<b>Balance at 1 April 2017</b>		89,000	10,000	10,538,287	10,637,287
<b>Year ended 31 March 2018:</b>					
Profit for the year		-	-	2,005,253	2,005,253
Other comprehensive income:					
Currency translation differences		-	-	(265,002)	(265,002)
Total comprehensive income for the year		-	-	1,740,251	1,740,251
Dividends	10	-	-	(2,023,860)	(2,023,860)
<b>Balance at 31 March 2018</b>		89,000	10,000	10,254,678	10,353,678
<b>Year ended 31 March 2019:</b>					
Profit for the year		-	-	1,623,814	1,623,814
Other comprehensive income:					
Currency translation differences		-	-	(84,627)	(84,627)
Total comprehensive income for the year		-	-	1,539,187	1,539,187
Dividends	10	-	-	(2,105,740)	(2,105,740)
<b>Balance at 31 March 2019</b>		89,000	10,000	9,688,125	9,787,125

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## COMPANY STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	Share capital £	Capital redemption reserve £	Profit and loss reserves £	Total £
<b>Balance at 1 April 2017</b>		89,000	10,000	7,915,169	8,014,169
<b>Year ended 31 March 2018:</b>					
Profit and total comprehensive income for the year		-	-	2,023,615	2,023,615
Dividends	10	-	-	(2,023,860)	(2,023,860)
<b>Balance at 31 March 2018</b>		89,000	10,000	7,914,924	8,013,924
<b>Year ended 31 March 2019:</b>					
Profit and total comprehensive income for the year		-	-	1,816,844	1,816,844
Dividends	10	-	-	(2,105,740)	(2,105,740)
<b>Balance at 31 March 2019</b>		89,000	10,000	7,626,028	7,725,028

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## GROUP STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019		2018	
		£	£	£	£
<b>Cash flows from operating activities</b>					
Cash generated from operations	24	2,191,823		2,982,978	
Income taxes paid		(167,589)		(719,928)	
<b>Net cash inflow from operating activities</b>		<u>2,024,234</u>		<u>2,263,050</u>	
<b>Investing activities</b>					
Purchase of tangible fixed assets		(170,004)		(168,156)	
Interest received		8,101		6,845	
<b>Net cash used in investing activities</b>		<u>(161,903)</u>		<u>(161,311)</u>	
<b>Financing activities</b>					
Dividends paid to equity shareholders		(2,105,740)		(2,023,860)	
<b>Net cash used in financing activities</b>		<u>(2,105,740)</u>		<u>(2,023,860)</u>	
<b>Net (decrease)/increase in cash and cash equivalents</b>		(243,409)		77,879	
Cash and cash equivalents at beginning of year		5,003,896		4,926,017	
<b>Cash and cash equivalents at end of year</b>		<u>4,760,487</u>		<u>5,003,896</u>	

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## COMPANY STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 £	£	2018 £	£
<b>Cash flows from operating activities</b>					
Cash generated from operations	25	1,233,140		1,661,032	
Income taxes paid		(79,623)		(201,990)	
		<u>1,153,517</u>		<u>1,459,042</u>	
<b>Net cash inflow from operating activities</b>					
<b>Investing activities</b>					
Purchase of tangible fixed assets		(161,390)		(157,188)	
Interest received		5,891		4,686	
Dividends received		904,760		839,382	
		<u>749,261</u>		<u>686,880</u>	
<b>Net cash generated from investing activities</b>					
<b>Financing activities</b>					
Dividends paid to equity shareholders		(2,105,740)		(2,023,860)	
		<u>(2,105,740)</u>		<u>(2,023,860)</u>	
<b>Net cash used in financing activities</b>					
<b>Net (decrease)/increase in cash and cash equivalents</b>					
		(202,962)		122,062	
Cash and cash equivalents at beginning of year		3,428,387		3,306,325	
		<u>3,225,425</u>		<u>3,428,387</u>	
<b>Cash and cash equivalents at end of year</b>					

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2019

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### 1 Accounting policies

#### Company information

NetSupport Ltd and its subsidiary undertakings ("the company") is a private limited company domiciled and incorporated in England and Wales. The registered office is Netsupport House, Towngate East, Market Deeping, Peterborough, PE6 8NE.

The group consists of NetSupport Ltd and its subsidiary undertakings and all of its subsidiaries.

#### 1.1 Accounting convention

These financial statements have been prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the requirements of the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

#### 1.2 Basis of consolidation

In the parent company financial statements, the cost of a business combination is the fair value at the acquisition date of the assets given, equity instruments issued and liabilities incurred or assumed, plus costs directly attributable to the business combination. The excess of the cost of a business combination over the fair value of the identifiable assets, liabilities and contingent liabilities acquired is recognised as goodwill. The cost of the combination includes the estimated amount of contingent consideration that is probable and can be measured reliably, and is adjusted for changes in contingent consideration after the acquisition date. Provisional fair values recognised for business combinations in previous periods are adjusted retrospectively for final fair values determined in the 12 months following the acquisition date. Investments in subsidiaries, joint ventures and associates are accounted for at cost less impairment.

Deferred tax is recognised on differences between the value of assets (other than goodwill) and liabilities recognised in a business combination accounted for using the purchase method and the amounts that can be deducted or assessed for tax, considering the manner in which the carrying amount of the asset or liability is expected to be recovered or settled. The deferred tax recognised is adjusted against goodwill or negative goodwill.

The consolidated financial statements incorporate those of NetSupport Ltd and its subsidiary undertakings and all of its subsidiaries (ie entities that the group controls through its power to govern the financial and operating policies so as to obtain economic benefits). Subsidiaries acquired during the year are consolidated using the purchase method. Their results are incorporated from the date that control passes.

All financial statements are made up to 31 March 2019. Where necessary, adjustments are made to the financial statements of subsidiaries to bring the accounting policies used into line with those used by other members of the group.

All intra-group transactions, balances and unrealised gains on transactions between group companies are eliminated on consolidation. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the asset transferred.

#### 1.3 Going concern

At the time of approving the financial statements, the directors have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. Thus the directors continue to adopt the going concern basis of accounting in preparing the financial statements.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

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### 1 Accounting policies

(Continued)

#### 1.4 Turnover

The company recognises software sales income on supply of its products. Revenue from maintenance contracts is recognised as the company earns the right to consideration as it performs its obligations under the terms of those contracts.

Revenue from the sale of goods is recognised when the significant risks and rewards of ownership of the goods have passed to the buyer (usually on dispatch of the goods), the amount of revenue can be measured reliably, it is probable that the economic benefits associated with the transaction will flow to the entity and the costs incurred or to be incurred in respect of the transaction can be measured reliably.

#### 1.5 Intangible fixed assets - goodwill

Acquired goodwill is written off in equal annual installments over its estimated useful economic life of 20 years.

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Buildings freehold	2% straight line
Plant and machinery	20% straight line
Fixtures, fittings & equipment	15% straight line
Software and computer technical equipment	33.3% straight line
Motor vehicles	25% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the profit and loss account.

#### 1.7 Fixed asset investments

Equity investments are measured at fair value through profit or loss, except for those equity investments that are not publicly traded and whose fair value cannot otherwise be measured reliably, which are recognised at cost less impairment until a reliable measure of fair value becomes available.

In the parent company financial statements, investments in subsidiaries, associates and jointly controlled entities are initially measured at cost and subsequently measured at cost less any accumulated impairment losses.

A subsidiary is an entity controlled by the group. Control is the power to govern the financial and operating policies of the entity so as to obtain benefits from its activities.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

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### 1 Accounting policies

(Continued)

#### 1.8 Impairment of fixed assets

At each reporting period end date, the group reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any). Where it is not possible to estimate the recoverable amount of an individual asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

The carrying amount of the investments accounted for using the equity method is tested for impairment as a single asset. Any goodwill included in the carrying amount of the investment is not tested separately for impairment.

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (or cash-generating unit) is reduced to its recoverable amount. An impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset (or cash-generating unit) is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset (or cash-generating unit) in prior years. A reversal of an impairment loss is recognised immediately in profit or loss, unless the relevant asset is carried at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

#### 1.9 Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition.

Stocks held for distribution at no or nominal consideration are measured at the lower of replacement cost and cost, adjusted where applicable for any loss of service potential.

At each reporting date, an assessment is made for impairment. Any excess of the carrying amount of stocks over its estimated selling price less costs to complete and sell is recognised as an impairment loss in profit or loss. Reversals of impairment losses are also recognised in profit or loss.

#### 1.10 Cash at bank and in hand

Cash at bank and in hand are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

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### 1 Accounting policies

(Continued)

#### 1.11 Financial instruments

The group has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the group's balance sheet when the group becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset and the net amounts presented in the financial statements when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

#### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

#### **Other financial assets**

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price. Such assets are subsequently carried at fair value and the changes in fair value are recognised in profit or loss, except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are measured at cost less impairment.

#### **Impairment of financial assets**

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting end date.

Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. If an asset is impaired, the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in profit or loss.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised, the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been, had the impairment not previously been recognised. The impairment reversal is recognised in profit or loss.

#### **Derecognition of financial assets**

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the group transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

#### **Classification of financial liabilities**

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the group after deducting all of its liabilities.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2019

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#### 1 Accounting policies

(Continued)

##### **Basic financial liabilities**

Basic financial liabilities, including creditors, bank loans, loans from fellow group companies and preference shares that are classified as debt, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

##### **Other financial liabilities**

Derivatives, including interest rate swaps and forward foreign exchange contracts, are not basic financial instruments. Derivatives are initially recognised at fair value on the date a derivative contract is entered into and are subsequently re-measured at their fair value. Changes in the fair value of derivatives are recognised in profit or loss in finance costs or finance income as appropriate, unless hedge accounting is applied and the hedge is a cash flow hedge.

Debt instruments that do not meet the conditions in FRS 102 paragraph 11.9 are subsequently measured at fair value through profit or loss. Debt instruments may be designated as being measured at fair value through profit or loss to eliminate or reduce an accounting mismatch or if the instruments are measured and their performance evaluated on a fair value basis in accordance with a documented risk management or investment strategy.

##### **Derecognition of financial liabilities**

Financial liabilities are derecognised when the group's contractual obligations expire or are discharged or cancelled.

#### 1.12 Equity instruments

Equity instruments issued by the group are recorded at the proceeds received, net of transaction costs. Dividends payable on equity instruments are recognised as liabilities once they are no longer at the discretion of the group.

#### 1.13 Taxation

The tax expense represents the sum of the tax currently payable and deferred tax.

##### **Current tax**

The tax currently payable is based on taxable profit for the year. Taxable profit differs from net profit as reported in the profit and loss account because it excludes items of income or expense that are taxable or deductible in other years and it further excludes items that are never taxable or deductible. The group's liability for current tax is calculated using tax rates that have been enacted or substantively enacted by the reporting end date.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

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### 1 Accounting policies

(Continued)

#### *Deferred tax*

Deferred tax liabilities are generally recognised for all timing differences and deferred tax assets are recognised to the extent that it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits. Such assets and liabilities are not recognised if the timing difference arises from goodwill or from the initial recognition of other assets and liabilities in a transaction that affects neither the tax profit nor the accounting profit.

The carrying amount of deferred tax assets is reviewed at each reporting end date and reduced to the extent that it is no longer probable that sufficient taxable profits will be available to allow all or part of the asset to be recovered. Deferred tax is calculated at the tax rates that are expected to apply in the period when the liability is settled or the asset is realised. Deferred tax is charged or credited in the profit and loss account, except when it relates to items charged or credited directly to equity, in which case the deferred tax is also dealt with in equity. Deferred tax assets and liabilities are offset if, and only if, there is a legally enforceable right to offset current tax assets and liabilities and the deferred tax assets and liabilities relate to taxes levied by the same tax authority.

#### 1.14 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### 1.15 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

#### 1.16 Leases

Rentals payable under operating leases, including any lease incentives received, are charged to profit or loss on a straight line basis over the term of the relevant lease except where another more systematic basis is more representative of the time pattern in which economic benefits from the leased asset are consumed.

#### 1.17 Foreign exchange

Transactions in currencies other than pounds sterling are recorded at the rates of exchange prevailing at the dates of the transactions. At each reporting end date, monetary assets and liabilities that are denominated in foreign currencies are retranslated at the rates prevailing on the reporting end date. Gains and losses arising on translation are included in the profit and loss account for the period.

### 2 Judgements and key sources of estimation uncertainty

In the application of the group's accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

### 3 Turnover and other revenue

An analysis of the group's turnover is as follows:

	2019 £	2018 £
<b>Turnover analysed by class of business</b>		
NetSupport sales	8,444,486	8,290,214

	2019 £	2018 £
<b>Other significant revenue</b>		
Interest income	8,101	6,845

	2019 £	2018 £
<b>Turnover analysed by geographical market</b>		
UK, Europe and rest of World	8,444,486	8,290,214

### 4 Operating profit

	2019 £	2018 £
Operating profit for the year is stated after charging/(crediting):		
Exchange gains	(350,731)	(440,548)
Depreciation of owned tangible fixed assets	149,869	114,422
Amortisation of intangible assets	161,121	161,121
Operating lease charges	96,698	91,563

### 5 Auditor's remuneration

	2019 £	2018 £
Fees payable to the company's auditor and associates:		
<b>For audit services</b>		
Audit of the financial statements of the group and company	11,500	11,620
Audit of the financial statements of the company's subsidiaries	3,300	3,330

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

### 6 Employees

The average monthly number of persons (including directors) employed by the group and company during the year was:

	Group 2019 Number	2018 Number	Company 2019 Number	2018 Number
Sales and marketing	38	33	18	16
Admin and finance	13	12	5	4
Development, testing and technical support	45	42	41	38
Board	5	5	4	4
	<u>101</u>	<u>92</u>	<u>68</u>	<u>62</u>

Their aggregate remuneration comprised:

	Group 2019 £	2018 £	Company 2019 £	2018 £
Wages and salaries	4,206,652	3,989,653	2,750,321	2,631,679
Social security costs	396,801	376,814	301,119	290,751
Pension costs	81,751	72,282	73,853	65,010
	<u>4,685,204</u>	<u>4,438,749</u>	<u>3,125,293</u>	<u>2,987,440</u>

### 7 Directors' remuneration

	2019 £	2018 £
Remuneration for qualifying services	<u>553,423</u>	<u>584,388</u>

Remuneration disclosed above includes the following amounts paid to the highest paid director:

	2019 £	2018 £
Remuneration for qualifying services	<u>182,197</u>	<u>209,823</u>

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

### 8 Interest receivable and similar income

	2019	2018
	£	£
<b>Interest income</b>		
Interest on bank deposits	7,387	5,012
Other interest income	714	1,833
	<u>8,101</u>	<u>6,845</u>

Investment income includes the following:

Interest on financial assets not measured at fair value through profit or loss	<u>7,387</u>	<u>5,012</u>
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### 9 Taxation

	2019	2018
	£	£
<b>Current tax</b>		
UK corporation tax on profits for the current period	75,070	153,989
Adjustments in respect of prior periods	(3,112)	25,598
	<u>71,958</u>	<u>179,587</u>
Total UK current tax		
Foreign current tax on profits for the current period	<u>280,554</u>	<u>281,604</u>
	<u>352,512</u>	<u>461,191</u>
<b>Deferred tax</b>		
Origination and reversal of timing differences	<u>12,741</u>	<u>16,497</u>
	<u>365,253</u>	<u>477,688</u>
Total tax charge		

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2019

#### 9 Taxation

(Continued)

The actual charge for the year can be reconciled to the expected charge for the year based on the profit or loss and the standard rate of tax as follows:

	2019 £	2018 £
Profit before taxation	1,989,067	2,482,941
Expected tax charge based on the standard rate of corporation tax in the UK of 19.00% (2018: 19.00%)	377,923	471,759
Tax effect of expenses that are not deductible in determining taxable profit	528	106
Double tax relief	10,651	-
Research and development tax credit	(170,140)	(162,213)
Under/(over) provided in prior years	-	25,598
Foreign exchange differences	112,623	106,700
Depreciation add back	26,806	19,642
Capital allowances	(34,475)	(31,014)
Movement in deferred tax	13,836	16,497
Goodwill amortisation	27,501	30,613
Taxation charge	365,253	477,688

#### 10 Dividends

	2019 £	2018 £
Interim paid	2,105,740	2,023,860

#### 11 Intangible fixed assets

Group	Goodwill £
<b>Cost</b>	
At 1 April 2018 and 31 March 2019	2,339,046
<b>Amortisation and impairment</b>	
At 1 April 2018	1,383,104
Amortisation charged for the year	161,121
At 31 March 2019	1,544,225
<b>Carrying amount</b>	
At 31 March 2019	794,821
At 31 March 2018	955,942

The company had no intangible fixed assets at 31 March 2019 or 31 March 2018.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

### 11 Intangible fixed assets

(Continued)

### 12 Tangible fixed assets

Group	Buildings freehold	Plant and machinery	Fixtures, fittings & equipment	Software and computer technical equipment	Motor vehicles	Total
	£	£	£	£	£	£
<b>Cost</b>						
At 1 April 2018	1,684,572	1,740,580	318,494	113,696	51,901	3,909,243
Additions	-	122,745	17,040	5,123	25,096	170,004
Disposals	-	-	(19,106)	-	-	(19,106)
Exchange adjustments	-	5,409	1,544	10,322	-	17,275
At 31 March 2019	1,684,572	1,868,734	317,972	129,141	76,997	4,077,416
<b>Depreciation and impairment</b>						
At 1 April 2018	358,189	1,629,415	242,784	108,063	28,165	2,366,616
Depreciation charged in the year	26,691	72,830	34,937	4,305	11,106	149,869
Eliminated in respect of disposals	-	-	(19,106)	-	-	(19,106)
Exchange adjustments	-	4,093	1,688	12,333	-	18,114
At 31 March 2019	384,880	1,706,338	260,303	124,701	39,271	2,515,493
<b>Carrying amount</b>						
At 31 March 2019	1,299,692	162,396	57,669	4,440	37,726	1,561,923
At 31 March 2018	1,326,383	111,165	75,710	5,633	23,736	1,542,627

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

### 12 Tangible fixed assets

(Continued)

Company	Buildings freehold	Plant and machinery	Fixtures, Motor vehicles fittings & equipment	Total
	£	£	£	£
<b>Cost</b>				
At 1 April 2018	1,684,572	1,651,582	258,408	3,631,842
Additions	-	122,745	13,549	161,390
Disposals	-	-	(14,936)	(14,936)
At 31 March 2019	1,684,572	1,774,327	257,021	3,778,296
<b>Depreciation and impairment</b>				
At 1 April 2018	358,189	1,560,842	198,732	2,138,922
Depreciation charged in the year	26,691	69,228	25,945	129,315
Eliminated in respect of disposals	-	-	(14,936)	(14,936)
At 31 March 2019	384,880	1,630,070	209,741	2,253,301
<b>Carrying amount</b>				
At 31 March 2019	1,299,692	144,257	47,280	1,524,995
At 31 March 2018	1,326,383	90,740	59,676	1,492,920

### 13 Fixed asset investments

	Notes	Group 2019 £	2018 £	Company 2019 £	2018 £
Investments in subsidiaries	14	-	-	2,783,979	2,783,979

#### Movements in fixed asset investments

Company	Shares in group undertakings £
<b>Cost or valuation</b>	
At 1 April 2018 and 31 March 2019	2,783,979
<b>Carrying amount</b>	
At 31 March 2019	2,783,979
At 31 March 2018	2,783,979

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

### 14 Subsidiaries

Details of the company's subsidiaries at 31 March 2019 are as follows:

Name of undertaking	Registered office	Nature of business	Class of shares held	% Held	
				Direct	Indirect
NetSupport Canada Limited	Canada	Sale of NetSupport range	Ordinary		100.00
NetSupport Incorporated	USA	Sale of NetSupport range	Ordinary	100.00	
NetSupport Software Limited	UK	Sale of NetSupport range	Ordinary	100.00	
PCI Software GmbH	Germany	Sale of NetSupport range	Ordinary	100.00	
PowerWeb Multimedia Limited	UK	Sale of NetSupport range	Ordinary	100.00	

### 15 Stocks

	Group		Company	
	2019	2018	2019	2018
	£	£	£	£
Finished goods and goods for resale	-	500	-	500

### 16 Debtors

Amounts falling due within one year:	Group		Company	
	2019	2018	2019	2018
	£	£	£	£
Trade debtors	3,244,183	3,130,400	313,134	303,428
Corporation tax recoverable	339,884	551,462	253,112	181,029
Amounts owed by group undertakings	-	-	293,746	387,040
Other debtors	160,603	151,004	144,997	140,821
Prepayments and accrued income	37,523	33,835	-	-
	<u>3,782,193</u>	<u>3,866,701</u>	<u>1,004,989</u>	<u>1,012,318</u>

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

### 17 Creditors: amounts falling due within one year

	Group 2019 £	2018 £	Company 2019 £	2018 £
Payments received on account	400,600	367,884	400,600	367,884
Trade creditors	331,310	236,045	197,303	134,616
Amounts owed to group undertakings	-	-	-	2,898
Corporation tax payable	73,687	100,342	-	-
Other taxation and social security	156,466	148,448	113,656	92,381
Other creditors	4,050	10,622	-	-
Accruals and deferred income	117,999	137,201	75,220	92,750
	<u>1,084,112</u>	<u>1,000,542</u>	<u>786,779</u>	<u>690,529</u>

### 18 Deferred taxation

Deferred tax assets and liabilities are offset where the group or company has a legally enforceable right to do so. The following is the analysis of the deferred tax balances (after offset) for financial reporting purposes:

Group	Liabilities 2019 £	Liabilities 2018 £
Accelerated capital allowances	28,187	15,446

Company	Liabilities 2019 £	Liabilities 2018 £
Accelerated capital allowances	27,581	13,651

### 19 Retirement benefit schemes

Defined contribution schemes	2019 £	2018 £
Charge to profit or loss in respect of defined contribution schemes	81,751	72,282

A defined contribution pension scheme is operated for all qualifying employees. The assets of the scheme are held separately from those of the group in an independently administered fund.

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

### 20 Share capital

	Group and company	
	2019	2018
	£	£
Ordinary share capital Issued and fully paid 89,000 (2018: -) Ordinary shares of £1 each	89,000	89,000

### 21 Related party transactions

#### Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2019	2018
	£	£
Aggregate compensation	553,423	584,388

### 22 Directors' transactions

Dividends totalling £105,287 (2018 - £22,740) were paid in the year in respect of shares held by the company's directors.

### 23 Controlling party

The holding company of NetSupport Limited is 4A Investments (Jersey) Ltd, and the ultimate controlling party is Mr and Mrs Apsey.

### 24 Cash generated from group operations

	2019	2018
	£	£
Profit for the year after tax	1,623,814	2,005,253
Adjustments for:		
Taxation charged	365,253	477,688
Investment income	(8,101)	(6,845)
Amortisation and impairment of intangible assets	161,121	161,121
Depreciation and impairment of tangible fixed assets	149,869	114,422
Net effect of foreign exchange differences	(83,788)	(263,071)
Movements in working capital:		
Decrease in stocks	500	-
(Increase)/decrease in debtors	(121,482)	388,224
Increase in creditors	104,637	106,186
<b>Cash generated from operations</b>	<b>2,191,823</b>	<b>2,982,978</b>

# NETSUPPORT LTD AND ITS SUBSIDIARY UNDERTAKINGS

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

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25 Cash generated from operations - company

	2019	2018
	£	£
Profit for the year after tax	1,816,844	2,023,615
Adjustments for:		
Taxation charged	21,470	115,731
Investment income	(910,651)	(844,068)
Depreciation and impairment of tangible fixed assets	129,315	92,624
Movements in working capital:		
Decrease in stocks	500	-
Decrease in debtors	79,412	189,214
Increase in creditors	96,250	83,916
<b>Cash generated from operations</b>	<u>1,233,140</u>	<u>1,661,032</u>